



STATE OF ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Paul Campbell, Director

TELECOMMUNICATIONS BULLETIN

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CMS 06-26

Bureau of Communication
and Computer Services

From:

Antonio Daniels

CMS Deputy Director and
BCCS Bureau Manager

CMS-Managed Blackberry Service: Policy Change

Effective immediately, The Department of Central Management Services will no longer provide Blackberry repair and problem resolution service outside normal business hours, 8 a.m. to 5 p.m. Monday through Friday.

During normal business hours, Blackberry users should call the CMS Customer Solution Center (CSC) to report all service related issues. The CSC staff will open trouble tickets that will be addressed accordingly. During non-business hours, Blackberry users should also call the CSC toll free number below; however, these calls will be routed to the Communications Management Center (CMC) where representatives will take a message and forward it to the appropriate CMS staff. These calls will be returned and addressed the next regular business day.

CMS CUSTOMER SOLUTION CENTER

800-366-8768

[In Centrex at 217-524-4784]

Option 1 for Repair

Sub-Option 5 for Cellular/Wireless Services

For more information...
visit our website at
www.state.il.us/cms/telecom